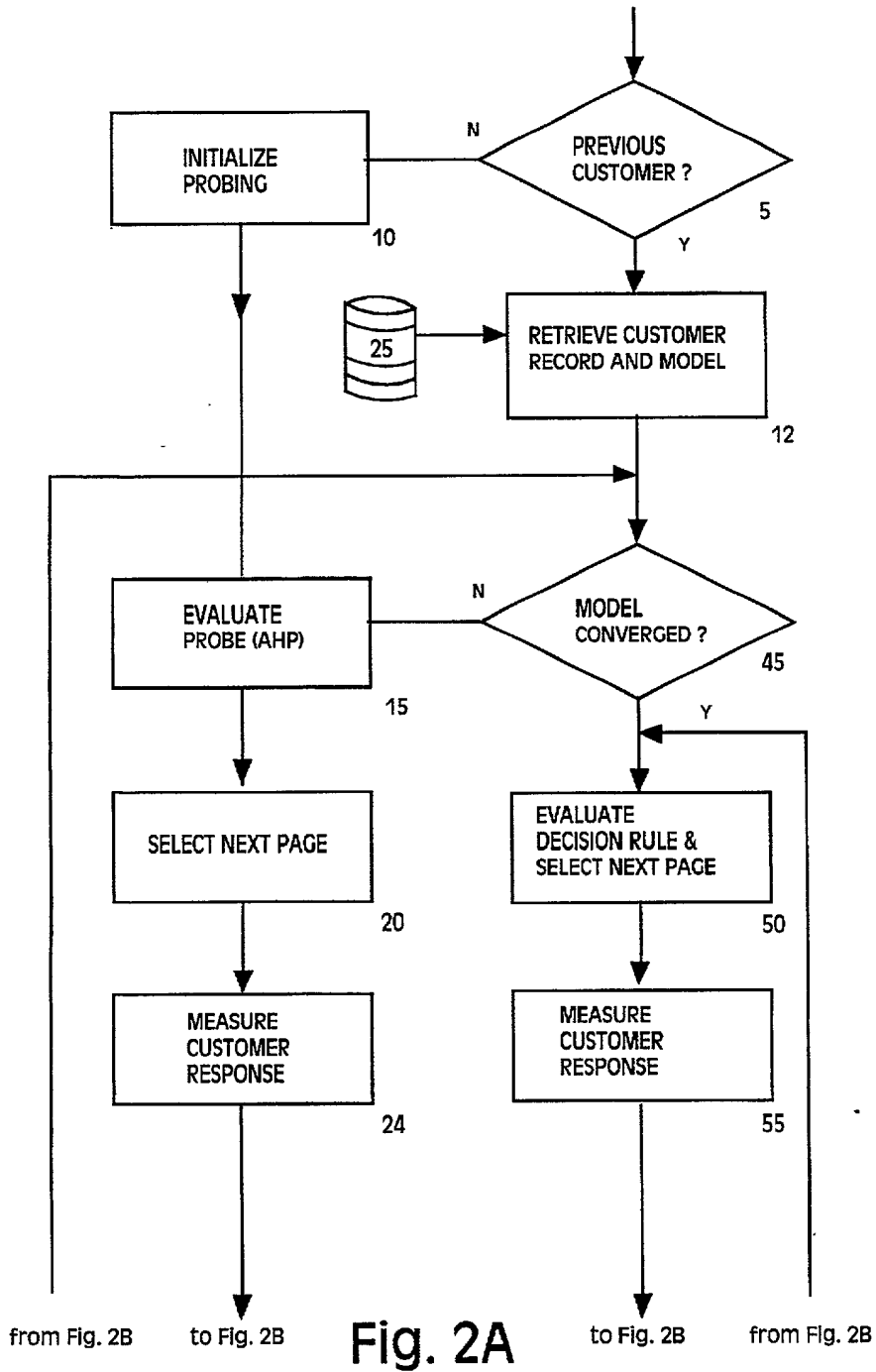


Fig. 1

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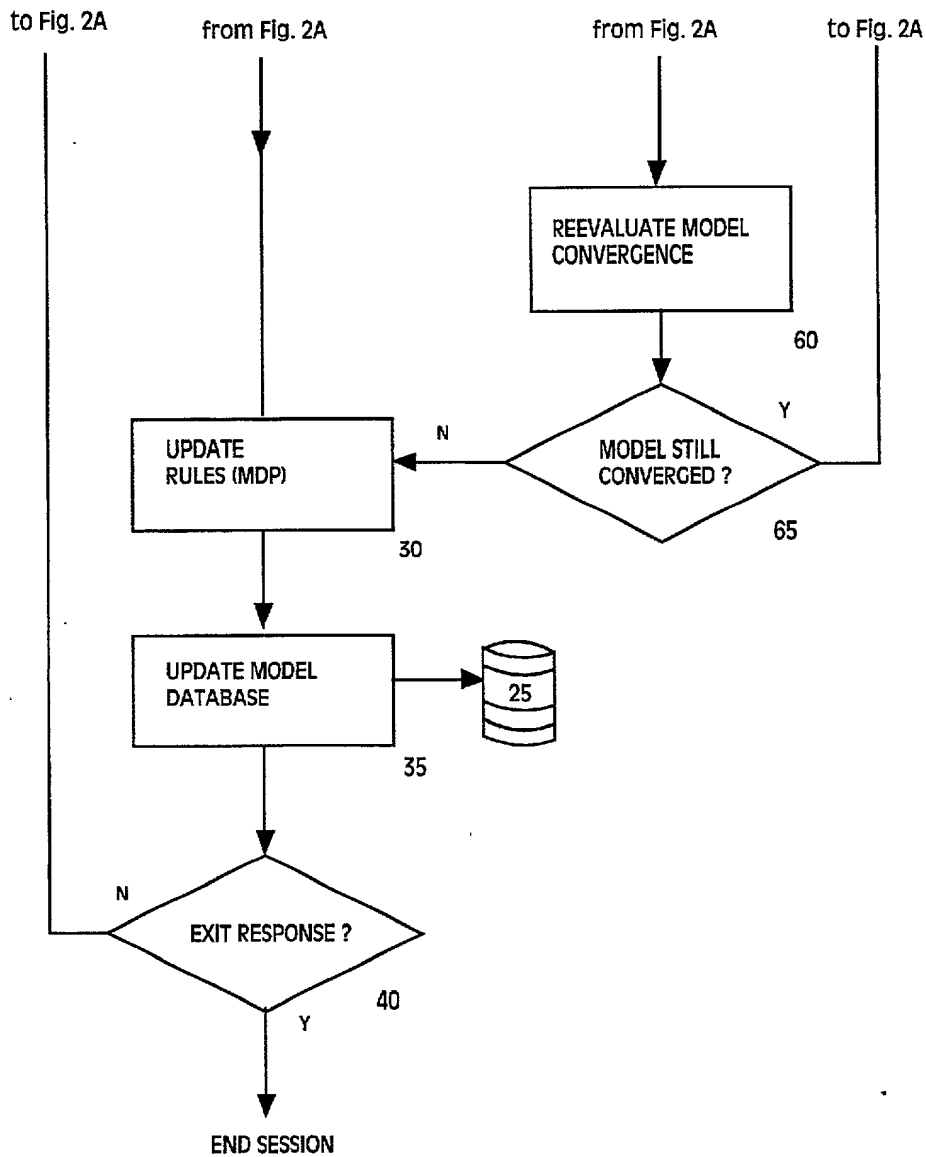
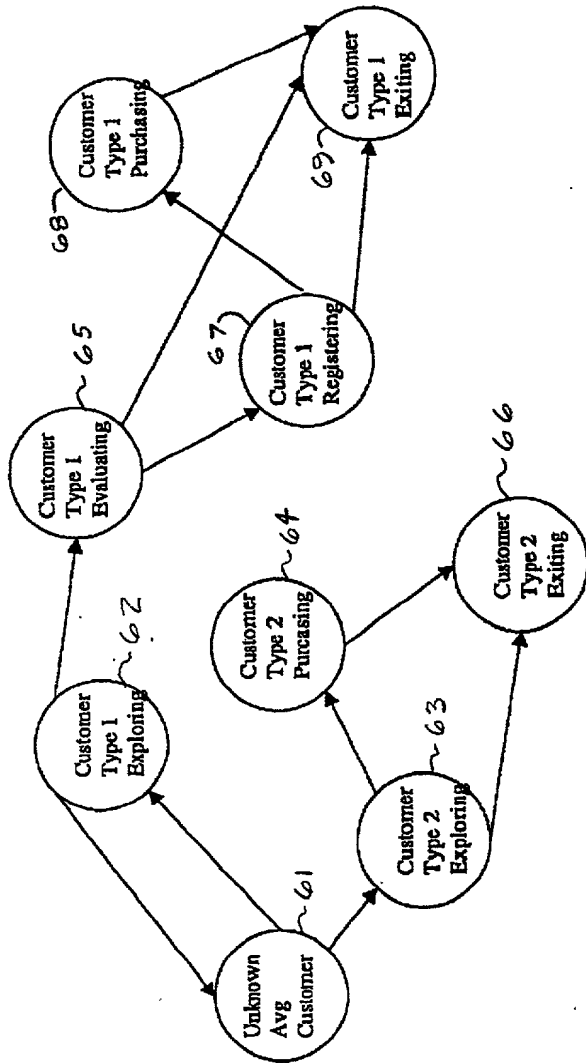


Fig. 2B



18

Fig. 3

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44

Welcome to Acme Appliance Retail Center

Please enter your name and zip code.

Last Name:

First Name:

Middle Initial:

Zip Code:

41 ~ Or, if you prefer to be anonymous, click here. ☐

41 ~ If you have shopped with us before, click here. ☐

42 ~ If you are a first time shopper, click here. ☐

10

Fig. 4

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60

Acme Appliance Retail Center

To help us serve you better,
please supply some or all of the following information:

Gender:

Marital Status:

Age:

Annual Household Income:

Number of Children in Household:

199

To proceed, [click here.](#)

10

Fig. 5

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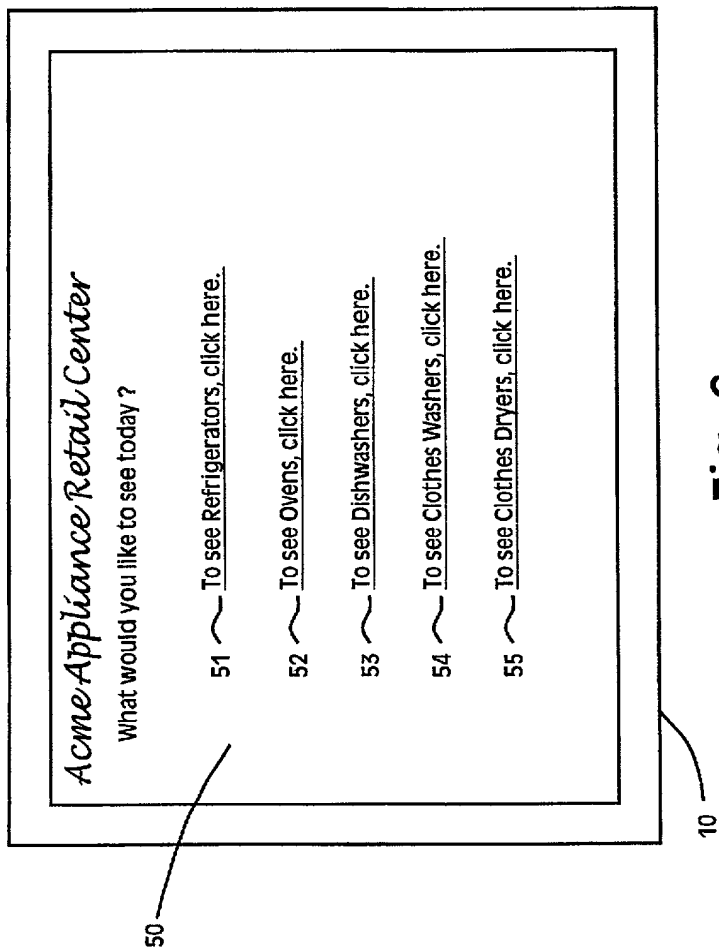


Fig. 6

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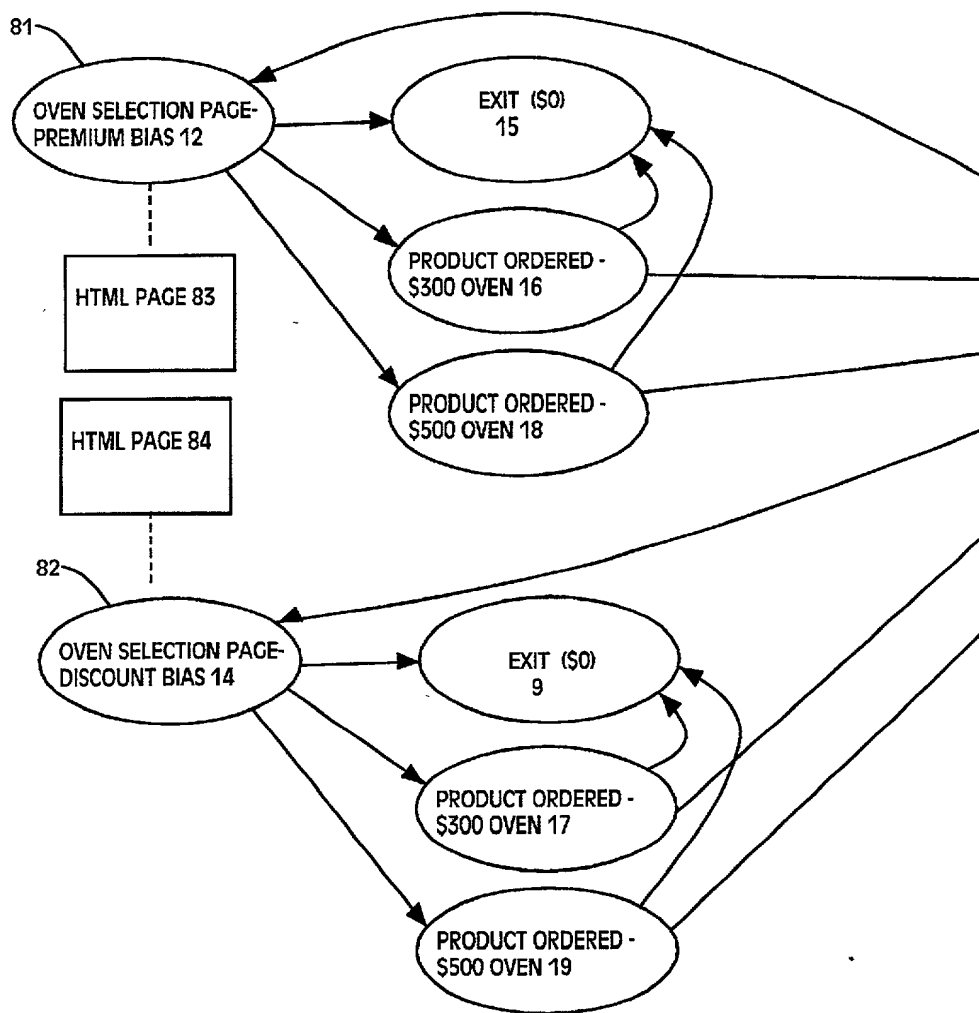


Fig. 7A

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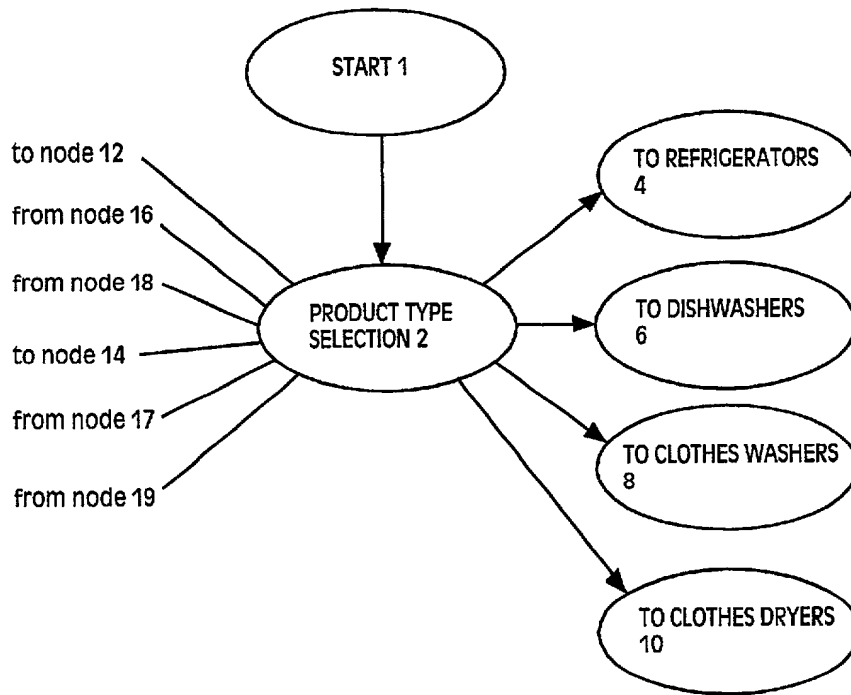


Fig. 7B

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Fig. 8

Figure 8: Example of Ruleset (Converged Model - Fig. 2A, Right-hand Path)			
Rule Number (Fig. 1, 30)	Present Customer Status (Estimated) (Figure 3)	Present Customer Screen/Inputs (Figures 4-6)	Next Screen Output (Figures 7A, 7B)
R1	Unknown Avg Customer (61)	WelcomeName&2p (44)	Welcome (Fig. 4)
R2	Unknown Avg Customer (61)	WelcomeAnonymous	Appliance Selection Page (Fig. 5)
...
R75	Customer Type 1 Exploring (62)	Appliance Selection/Overs (Fig. 6, 62)	Over Selection, Premium Bias (Fig. 7A, 61)
R76	Customer Type 2 Exploring (63)	Appliance Selection/Overs (Fig. 6, 62)	Over Selection, Discount Bias (Fig. 7A, 62)
...

///

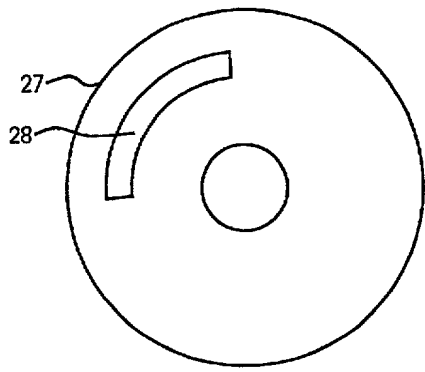


Fig. 9